

SECTION 4 BACKGROUND

4.1 Division Mission and Vision

Within the Department of Economic Security (DES), the Division of Developmental Disabilities (the Division or DDD) is responsible for providing community services and supports to over 24,000 Arizonans with developmental disabilities (as of 12/31/04). Of these, 16,443 consumers were enrolled in the Arizona Long Term Care Program and 7,753 were funded with state-only funds. Approximately one third of the Division's consumers were between the ages of 21 and 55. In carrying out its responsibility, the Division's mission is:

“To support the choices of individuals with disabilities and their families by promoting and providing within communities, flexible, quality, consumer-driven services and supports.”

The Division's vision is:

“Individuals with developmental disabilities are valued members of their communities and are involved and participating based on their own choices.”

4.2 Program Eligibility

To be eligible for services from the Division a person must be an Arizona resident who has a chronic disability that:

- ☐ Is attributable to mental retardation, cerebral palsy, epilepsy or autism;
- ☐ Was manifested before the age of 18;
- ☐ Is likely to continue indefinitely; and
- ☐ Reflects the need for a combination and sequence of individually planned or coordinated special, interdisciplinary or generic care, treatment or other services that are of lifelong or extended duration.

The disability also must result in substantial functional limitations in three or more of the following areas of major life activity:

- ☐ Self-care
- ☐ Receptive and expressive language
- ☐ Learning
- ☐ Mobility
- ☐ Self-direction
- ☐ Capacity for independent living
- ☐ Economic self-sufficiency

Individuals who are determined eligible for services through the Division may also be eligible for services through the Arizona Long Term Care System (ALTCS) program administered by the Arizona Health Care Cost Containment System (AHCCCS). Individuals who may be eligible for ALTCS are referred to AHCCCS for eligibility determination. (See A.R.S. 36-559 and Arizona Administrative Code, Chapter 6, Title 6, Articles 3, 4 and 5 for a more detailed description of the eligibility determination process.)

4.3 Provision of Services and Supports

All Division supports and services are designed and delivered to meet the individual needs of the consumer and, as appropriate, their family/caregiver. Needs are determined through assessments and evaluations. Decisions about what services and supports a person receives are based on a team process. The Individual Support Plan Team process, which includes the consumer, reviews assessments and evaluations, identifies natural supports and assists in identifying what additional supports or services may be needed to enhance the person's abilities. Natural supports, including family, and community-based services and resources must be used to the maximum extent possible.

Division services are funded through various means – Title XIX Medicaid (Federal and State matching monies) and State appropriations, with some additional funding available through Title XX and grants. However, Title XIX is the principle source of funds. The Division's State Fiscal Year 2005 appropriation was approximately \$653,000,000, including both long term and state-only funds.

In State Fiscal Year 2004 the Division provided Employment Supports and Services to approximately 1,712 unique consumers. Table 4.1 below depicts the number of consumers who received Employment Supports and Services by type of service, by District. Table 4.2 shows payments for Employment Supports and Services by type of service, by District.

Table 4.1
Number of Unique Consumers Receiving Employment Supports and Services
by Each Service by District State Fiscal Year 2004

	District 1	District 2	District 3	District 4	District 5	District 6
Sheltered Employment	430	184	78	19	98	65
Group Supported Employment	235	285	39	19	55	57
Job Coaching	143	45	43	12	31	32
Job Support Modifier	0	3	0	0	0	1

Table 4.1 shows that about 43% of consumers that received Employment Supports and Services from the Division in State Fiscal Year 2004 resided in District 1 and about 29% resided in District 2. In State Fiscal Year 2004 about 6,995 adult consumers received community developmental services and supports from the Division, and approximately 14% (972) unique consumers received Supported Employment or Job Coaching.

Table 4.2
Payments for Employment Supports and Services
by Service by District State Fiscal Year 2004

	District 1	District 2	District 3	District 4	District 5	District 6	Total
Sheltered Employment	\$ 2,035,571	\$ 977,977	\$ 375,910	\$ 104,696	\$ 489,253	\$ 377,732	\$ 4,361,243
Group Supported Employment	\$ 1,272,063	\$ 1,629,350	\$ 255,109	\$ 121,261	\$ 277,406	\$ 326,098	\$ 3,886,347
Job Coaching	\$ 260,888	\$ 161,622	\$ 105,993	\$ 22,599	\$ 97,910	\$ 116,607	\$ 766,411
Job Support Modifier	\$ -	\$ 15,525	\$ -	\$ -	\$ -	\$ 6,077	\$ 21,602
Total	\$ 3,568,523	\$ 2,784,475	\$ 737,012	\$ 248,556	\$ 864,568	\$ 826,513	\$ 9,035,604

Table 4.2 shows that about 39% of payments for Employment Supports and Services in State Fiscal Year 2004 were for services to consumers in District 1 and about 31% of payments were for services to consumers in District 2.

In State Fiscal Year 2005, the Division authorized 1,906 consumers for sheltered employment, supported employment and job coaching. Of that group, 966 consumers received group supported employment or job coaching services and supports in integrated community settings. Another 4,127 consumers were served in adult day treatment programs. It is the Division's goal to have 25% of all eligible adults served by the Division in community employment by January 1, 2008. The Division is currently at 16% based on the statistics cited above.

4.4 Vision Statement and Guiding Principles for Employment Supports and Services

The Division's vision for Employment Supports and Services is:

“We have a dream that one day persons with developmental disabilities will have quality paid work opportunities available which will enable them to choose from a variety of employers and experiences for their work lives in the community.”

To achieve this goal we believe we need:

- ❑ Flexible, collaborative interagency and community partnerships, which are accountable to each other, to funding sources, to employers, and most especially to people with developmental disabilities.
- ❑ The work that each person performs should focus on that person's abilities, talents, experiences, desires, and goals.
- ❑ To provide advocacy and support to meet each person's needs for long- term success.
- ❑ Individuals will be able to work without discrimination or loss of needed benefits while achieving and sustaining a quality of life that allows for choice, maximum independence and respect.

4.5 Program Description

The services being procured under this solicitation were previously provided by the Rehabilitation Services Administration (RSA) as part of the Employment Support Services program and were transferred to the Division for State Fiscal Year 2004. In light of the Division's renewed responsibility for employment supports and services, the Division's Assistant Director chartered a systems design workgroup. The charge of the “Employment Supports and Services: The Next Generation” workgroup was to “...develop and propose recommendations for employment supports and services for persons with developmental disabilities. These recommendations were to be based on best practice, be economically feasible, self-determined, person-centered and for implementation statewide.” The workgroup included family members, consumers, service providers, advocates, other state agency representation, academia, and Division staff. The Vision Statement and Guiding Principles referenced in Section 4.4 of this solicitation are two of the workgroup's products. Additionally, the services and supports under this solicitation include those recommended by the workgroup membership.

While under the management of the Rehabilitation Services Administration, these services were called Sheltered Employment, Extended Supported Employment, and Work Activities. When these services were transferred to the Division they were referred to as Sheltered Employment, Supported Employment, and Job Coaching. There was also a Job Support Modifier for each of

these services. Under this solicitation the services and supports will be known as Center-Based Employment, Group Supported Employment, and Individual Supported Employment. The specifications for these services are generally comparable to the services previously provided by Rehabilitation Services Administration and currently provided by the Division. This solicitation adds two new employment-related service resources intended to facilitate consumers' successful employment outcomes: Employment Support Aide; and Employment-Related Transportation, limited to a consumer's travel to and from his/her job site.

Although responsibility for the provision of employment services was returned to the Division in 2004 from the Rehabilitation Services Administration, the Administration continues to play an active role in the provision of vocational rehabilitation services for some consumers with developmental disabilities. The Administration's Vocational Rehabilitation Program becomes a potential partner with the Division when a consumer's goal is consistent with the mission of the Vocation Rehabilitation Program, the type of employment the individual is seeking meets their definition of employment, and the consumer is in need of vocational rehabilitation services in order to attain their employment goal. When mutually agreed upon conditions exist, the Division makes a referral to Vocational Rehabilitation for eligibility determination. Services provided by the Vocational Rehabilitation Program may include but are not limited to vocational evaluation, job training, job search, job placement, transportation to and from work, job site modification, self-employment and entrepreneurial activities. If the consumer will require extensive, follow-along employment support services after completion of a vocational rehabilitation program, resources to pay for such supports must be pre-identified when the Division makes a referral. The Division continues to work closely with the Vocational Rehabilitation Program and has developed principles of cooperation and collaboration as well as policies and procedures for information sharing, referral, and joint planning activities.

4.6 Consumer Choice

Building upon its core mission and value statements, the Division has, over the past several years, begun an initiative to move its current program toward a model of self-determination – promoting and increasing consumer and family control over the purchase and selection of services and providers. Recent amendments to A.R.S. §36-557 and the implementation of rules pursuant to A.R.S. §36-557 establish consumer choice of providers in law and rule. Consumer choice will be the basis for provider selection. The responsibilities and roles, which were formerly the primary responsibility of the Division, are now meaningfully shifted to consumers and Qualified Vendors. Two new roles for the Division are to facilitate consumer choice and to assist Qualified Vendors to effectively make their program plans and availability known to consumers.

This solicitation, including the Qualified Vendor Application and Directory System, is designed to help the Division fulfill this new mandate. The Division will enter into Qualified Vendor Agreements with vendors that meet the minimum requirements. Applicants will not be subject to a prospective quality evaluation of their program prior to the award of a Qualified Vendor Agreement (contract) by the Division. This is very different from all prior awards of contracts.

The determination of quality service will be determined largely by consumer choice on an ongoing basis. Consumers will be able to change providers, utilize multiple providers, and encourage potential providers to apply to become a provider on an ongoing basis.

The Division's ability to provide services is based on available funding. Every effort will be made by the Division to effectively and efficiently provide service to all eligible consumers. It is the expectation of the Division that consumers and Qualified Vendors will assist the Division in efficient and effective service planning and delivery.